



One-on-One Support for Your BlueCare Tennessee Patients



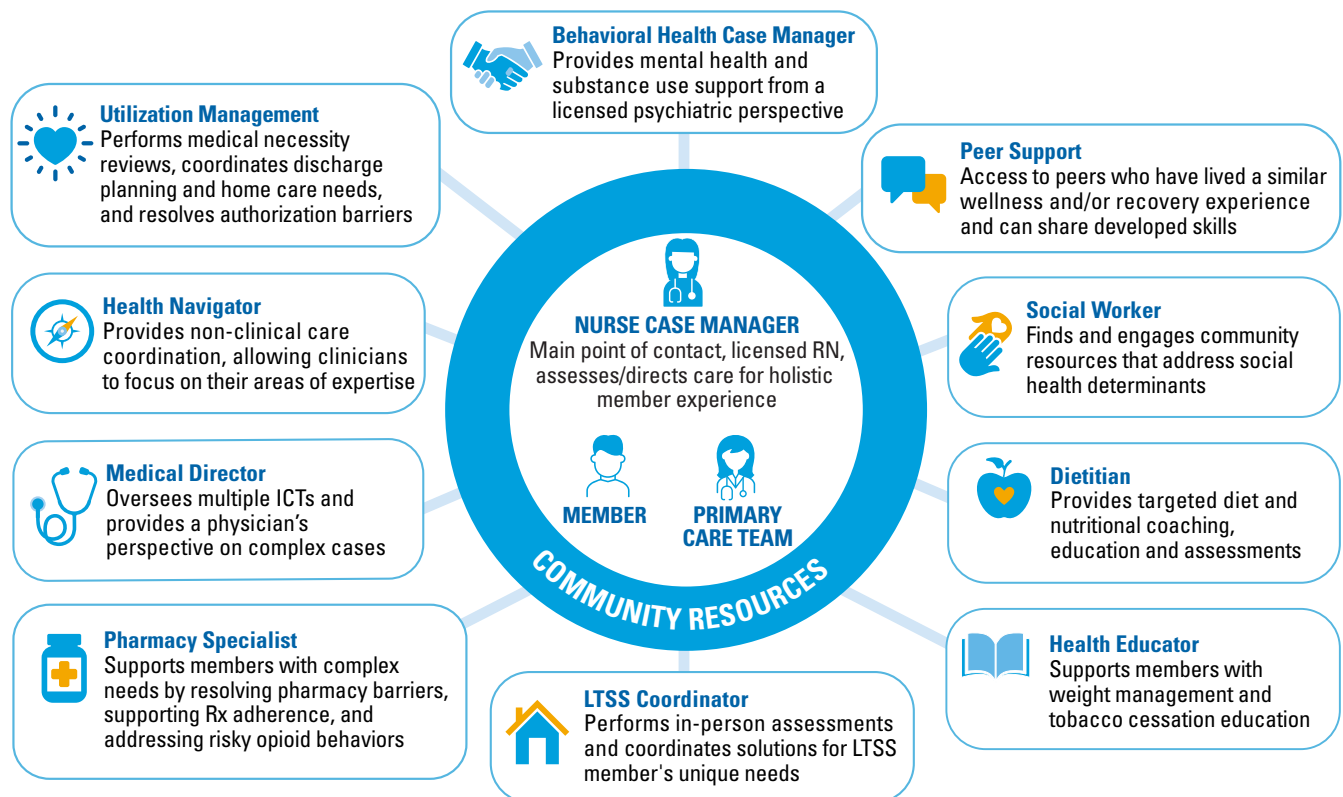
Sometimes, patients need extra support. Your patients' BlueCare Tennessee benefits include one-on-one support from a care team. The services our care team provides can help your patients make healthy lifestyle changes, like quitting smoking or losing weight. They can also help your patients manage health conditions, such as depression, substance use disorder, asthma, diabetes, heart disease, cancer, neonatal abstinence syndrome (NAS) or chronic obstructive pulmonary disease (COPD). Additionally, specific help is available for women

experiencing a high-risk pregnancy due to gestational diabetes, a multiple pregnancy, or medication-assisted treatment.

Our care team includes professionals from multiple health care disciplines that can help your patients stay on track with treatment plans for chronic conditions, develop healthier lifestyle habits, and manage their medications and doctors' appointments.

You can learn more about the experienced professionals that make up our interdisciplinary care team (ICT) below:

Your Patients' Care Team



Connecting Patients to Our Care Team

Primary care providers can use the **Quality Care Rewards** (QCR) application in Availity® to refer patients enrolled in BlueCare Tennessee and CoverKids for extra support or case management services.

From the Availity home screen, click on **Case Management**. Select the patient you want to refer for services, choose **Case Manager Referrals** and click **Make a Referral**. To finalize the referral, provide your contact information and details about the support your patient may require. We'll contact the patient or their designated contact for any necessary follow-up questions.

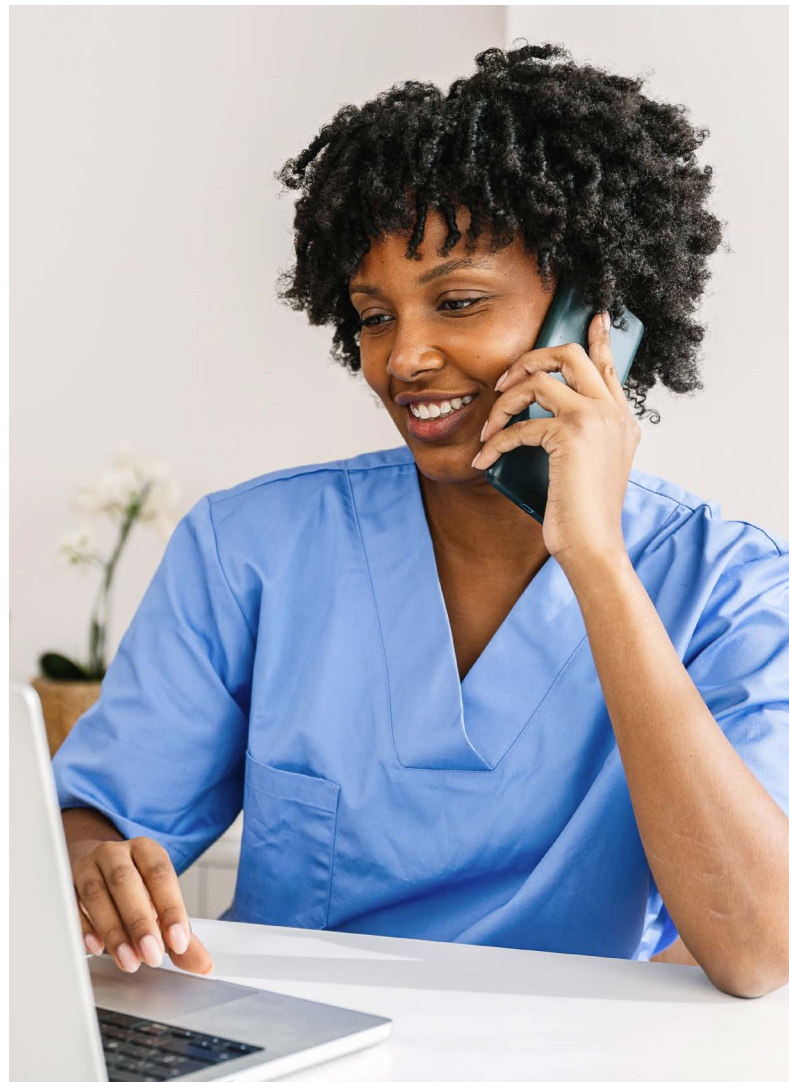
After submitting the referral, you'll get a confirmation, and you can view it under the **Case Management Referrals** tab. You can also use this application to view patients enrolled in case management, access patient case management history, and find the name and contact information of your patient's case manager.

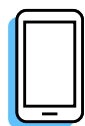
Virtual Solutions for Our Members

Our team helps support members and address their health care needs two ways. Members can choose telephone outreach or participate in a Digital Case Management Program through our free CareTN app. CareTN offers customized support designed for each member's needs.

Your patients who participate in our Digital Case Management Program will have their own care team, and one staff member will work directly with them. The care team will check in often to make sure their needs are met.

CareTN conducts brief surveys to help personalize the program and provides videos and articles. We offer a variety of programs through the CareTN app. For more information about how your patients can get the app, visit bluecare.bcbst.com and select **Your health**.





To learn more or request population health support, please call **1-888-416-3025**. We're here Monday through Friday from 8 a.m. to 6 p.m. ET. You may also call the number on the back of your patient's member ID card.